

**EXTERNAL Job Order Detail**  
**STATE OF MONTANA IS AN EQUAL OPPORTUNITY EMPLOYER**

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**Department:** DEPARTMENT OF LABOR & INDUSTRY

**Division:** Workforce Services

**Bureau:** Job Service Operations Bureau  
Bozeman Job Service Workforce Center

**Date Posted:** 02/21/2008

**Job Category:** Business and Financial Operations

**Position Number:** 66201010

**Position Title:** EMPLOYMENT SPECIALIST

**Bargaining Unit:** 038

**Union:** MPEA

**Location:** Bozeman

**Job Status:** Full Time Permanent

**Salary:** \$29,362.00 to \$33,613.00

**Salary Unit:** Year

**Additional Salary** Applicants' qualification will be assessed based on minimum qualifications

**Info:** and in accordance with Pay Plan Rules. Successful applicant's pay will be set using the above salary range based on qualifications.

**Shift:** Daytime

**Band:** 5

**Closing Date:** 03/03/2008

**Supplement**  
**Required:** Yes

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**Applications must be received by 5:00pm on the closing date.**

**Apply to your Local Montana Job Service Center**

**– OR –**

**State Agency:**

DEPARTMENT OF LABOR & INDUSTRY

P.O. Box 1728

HELENA, MT 59624

**Phone:** (406) 444-4535

**Fax:** 444-3685

**TTY:** 444-0532

**Email:** [dliapps@mt.gov](mailto:dliapps@mt.gov)

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**Special Information:**

Some travel may be required. Successful applicant must have a valid driver's license and proof of insurance. Upon date of hire, the successful applicant is eligible for 100% state paid premiums for employee "core" medical, dental, and basic life insurance coverage (dependant coverage and supplemental options available at an additional cost); 15 working days of vacation; 12 working days of sick leave; and 10 paid holidays per year. Membership in a Retirement System with the state matching begins upon the first day of employment (vesting criteria applies). For more job details and application materials see <http://dli.mt.gov/jobopenings/> The successful applicant must receive positive job references. Pay for employees new to the Department will be set at one step below the salary of employees with similar qualifications and shall have pay adjusted to the appropriate salary following successful completion of the trial period.

**Duties:**

Provides employment services to applicants using knowledge of local labor market conditions, employer needs and requirements, job programs, the O-Net Titles and/or codes, interviewing techniques and public relation skills; provides employment services to employers using knowledge of recruitment and selection procedures, job requirements, local labor market, and availability of qualified applicants. Promotes employment opportunities and Job Service image within the community using public relations skills. Arranges, coordinates and monitors activities for individuals and assesses the appropriateness and results of the services and plans using knowledge of community resources, networking skills and effective assessment/career counseling/case management. Partners locally, regionally and statewide to project workforce needs, support economic development and the workforce system to develop strategies insuring an adequate pipeline of skilled workers for business needs. Provides specialized Human Resources services to employers. These services may include job analysis, job descriptions, interview questions, creating selection procedures, creating specific tests, teaching employers interviewing skills and techniques, assisting employers in understanding labor and employment laws, providing employment related information and materials to employers and facilitating the recruiting process using Job Service or other methods.

**Competencies:**

To perform the duties of the position the incumbent must have knowledge of the body of labor and employment laws, rules and procedures; interviewing methods and current social and labor market condition in the area serviced; of placement methodology and the more abstract human elements requiring specialized attention; labor market information and application, including local, regional, statewide, national and global trends impacting workforce needs. Knowledge of curriculum development and training techniques; of extensive body of pertinent social and labor legislation and Job Service regulations and policies. Ability to apply laws, rules, and procedures to complex procedural assignments; to establish effective working relationships with clients and co-workers; to communicate effectively orally and in writing. Skill in the use of personal computers and software such as Office 2000, Excel and Access. Behavioral

competencies required are substantial skills in Customer Service/Orientation; ability to work effectively in a team environment and to demonstrate initiative and accountability to maintain a high level of productivity independently; strong sense of professionalism; ability to focus efforts and energy on successfully attaining clear, concrete, accurate timely and measurable outcomes of importance to the customer; ability to break employment problems into component parts and consider or organize actions in a systematic way; the process of looking for underlying causes or thinking through the consequences of different courses of action; accept change as a healthy and normal part of organizational growth; maintain focus and effectiveness during rapid changes and transitions; show a consistent pattern of being able to recognize the activities needed to accomplish an objective and to plan and initiate appropriate steps to do so with minimal supervision in the process. The Department of Labor and Industry strives to provide an effective customer focused work environment. Our goal is to provide excellent service to all our customers. The core values of this Department are customer focus, individual responsibility, individual growth, ethics in the workplace, and continuous improvement. These values represent the Department's expectations of staff and the ideal employee is one who embraces these values.

**Education/Experience:**

The essential duties of this position are typically acquired through the following combinations of relevant education and experience equivalent to five years. This includes college coursework in a field such as personnel administration, business administration, counseling, education or a related field; and, work experience that involved assessing and advising others in a variety of personal and professional issues such as employment, personnel, counseling, finance, education. Work experience in areas that involved case management, client assessment, business services, networking—including utilization of community resources, labor market information including job development and placement skills is preferred.

**Application materials required initially for this position include the following:**

Signed and completed State of Montana Employment Application (PD-25, Rev. 5/2003 or later). Portions of the application may be photocopied if legible (see application page 1 for instructions).

If Supplement Required, complete application supplement identified with your name and the position number (see attached Supplement Questions if provided).

Applications materials required are:

1. Signed and completed State of Montana Employment Applications (PD 25).
2. Applicants **claiming the Veterans' or Persons with Disability Employment Preferences** (PD-25A) must provide verification of eligibility with the application materials.
3. Completed Application Supplement.
4. The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

\*Application materials can be obtained from any Job Service office or downloaded from <http://dli.mt.gov>. Applications must be received by 5:00 p.m. on closing date. Applications

will be rejected for late, incomplete or unsigned application materials. Typed signatures will be considered.

**\*\* Selection will be based on the following:**

Qualifications = 20% Capabilities = 70% Seniority = 10%

**Supplemental Questions:**

The information you provide on this application supplement will be used by the selection panel in combination with your education and experience to determine which applicants will be selected for an interview. Your responses will be viewed apart from your state application and other application material, therefore, IT IS IMPORTANT TO PROVIDE SPECIFIC INFORMATION REGARDING NAMES OF EMPLOYERS, DATES, JOB TITLES, ETC. In order to receive full credit, you must express yourself fully and completely. Do not expect the selection panel to make assumptions based upon your application, resume, or other materials when rating your application supplement.

Please limit your responses to one typewritten page per question. Responses exceeding this limit will not be considered. Please put your name and the position number on each page of your responses.

1. The environment for the Job Service Division is constantly changing. Please describe when you have worked in a similar rapidly changing environment, be specific. What methods did you utilize to help you maintain stable job performance in time of rapid change and possibly high stress?
2. This position requires a high degree of customer satisfaction to a variety of customers. Please define, to the best of your ability, who the customers of the Job Service would be and describe your understanding of customer satisfaction Vs customer service. Also, provide up to five different tools or techniques you would use to ensure customer satisfaction. Limited to one typewritten page.
3. This position will provide computer technical assistance for customers. Describe your experience with personal computers and the Internet. What software packages are you proficient in, what hardware have you used?